

# **TOWN OF GROTON**

## **REQUEST FOR PROPOSALS #13-38**

### **LEASE/PURCHASE OF VOICE OVER INTERNET PROTOCOL TELECOMMUNICATIONS SYSTEM**

#### **I - INTRODUCTION**

The Town of Groton plans to replace its Centrex 3100 System that has been in use for the last 15 years by entering into a lease/purchase agreement for an Avaya IP Office Telecommunications System. The Town is seeking proposals for the design and installation of a fully redundant VoIP system. The system will have the capability to be managed by the successful respondent. There are approximately 280 Centrex 3100 lines throughout the Town's ten buildings. Of the 280 lines, there are 46 internal extension lines at the Library and Public Safety Building. The current WAN is Point-to-Point single mode dark fiber connections that connect all the buildings to the Town Hall. The network is set up in a hub and spoke configuration. There are four locations that are connected over a VPN to the Town Hall via cable modem. The system we wish to purchase will support two or three SIP lines provided at the Public Safety Building and Town Hall locations. This system would be replacing the NEC Electra Elite 192 key systems at the Library and Public Safety Building. The Town will determine which respondent's solution best meets our objectives. A complete, turnkey solution is required. The Town is relying on the selected respondent to use its extensive knowledge and experience in the telecommunications industry to provide the most cost-effective, scalable, reliable and maintainable solution possible. The proposed design must provide 99.99% uptime annually.

#### **II - Proposal Requirements**

##### **a - Schedule**

RFP Issue Date 5/23/13.

All questions must be submitted in writing by the close of business on 6/6/13.

Answers provided by Addendum to RFP to be issued 6/13/13.

RFP Due Date: 6/20/13, at 2:30 P.M. prevailing time.

##### **b - Evaluation Criteria**

All responses to this RFP will be evaluated based on, but not limited to, the following factors which are not necessarily presented in their order of importance:

- Cost to lease/purchase the equipment
- Hardware and software technical capabilities
- Experience and expertise with the product being offered
- References where similar systems have been installed

## **c - Proposal Content**

Letter of Transmittal - Submitted on the respondent's letterhead containing the signature of a person authorized by the respondent to obligate the firm to the commitments contained in the proposal.

This letter should include a summary of the respondent's qualifications, proposed solutions, and experience in implementing similar proposed system, including a minimum of three (3) references.

### **Project Understanding**

Please provide a written discussion in sufficient detail to demonstrate an understanding of the project's scope and the services required.

### **Experience**

Please provide a detailed written summary of the respondent's experience and capability in providing similar services elsewhere, especially experience in providing services to municipalities or non-profit organizations.

### **Staff Plan**

Identification of all staff that will provide any portion of the services required under the contract. For each identified individual, provide background and experience, and areas and levels of responsibility.

### **Training, Installation and Support Plan**

Describe how services required herein will be provided to the Town of Groton Information Technology Department and describe how the services delivery plan will ensure timely delivery of services.

### **Project Schedule/Start Date**

Respondents shall include a project schedule or timetable in their proposal to include an estimate in calendar days for completion of the project. Respondents are asked to demonstrate their ability to start and complete the work within 60 days from the contract award. A suggested schedule is listed in the Scope of Services.

### **Services expected of the Town of Groton Information Technology Department**

Define the nature and scope of all services that need to be provided by the Town of Groton Information Technology Department in support of this project.

### **All proposals must be signed by the Respondent**

Unsigned proposals cannot and will not be considered.

### **Prices**

Prices shall be in three parts:

1. A detailed, lease/purchase proposal for a five (5) year period is required listing each component of all systems and services including hardware, software, special cabling, installation, licensing, training, and the unit cost for the phones that are included in the proposal.
2. If annual software and hardware maintenance is not included in the lease proposal, then the respondent should include a fixed annual price, payable quarterly, for maintenance services after warranty expiration for the five (5) year lease period as well as annual maintenance costs for the two (2) year period following the expiration of the lease agreement. If software and hardware maintenance is included in the lease payments, then the respondent should just include the cost of maintenance for two (2) years after the expiration of the lease.
3. An hourly price for enhancements and certain content support in excess of the fixed price quotation.

The Town of Groton is exempt from state and local taxes.

All of the costs of migrating from the existing Centrex system must be included in the price.

Communication and correspondence, including responses to this Request for Proposals, shall be directed to:  
John Piacenza-Purchasing Agent  
45 Fort Hill Road  
Groton, CT 06340

Email: [jpiacenza@groton-ct.gov](mailto:jpiacenza@groton-ct.gov)

### **III - Assumptions**

- a. The Town of Groton and the successful respondent will work toward implementing a VoIP solution system under the following assumptions:
  - Direct Inward Dialing - The proposed system must support direct dialing to extensions from outside parties.
  - The Town is currently familiar with Cisco and will be purchasing new Juniper PoE network switches.
  - System Architecture – The proposed system must be able to utilize the existing CAT5e/ CAT6 wiring.
  - The existing Centrex voice services being utilized by the Town of Groton shall be replaced. The respondent shall propose the recommended connection(s) to the Public Switched Telephone Network (PSTN).
  - The Town requires a single point of implementation; only (1) respondent for all equipment and professional services referenced in this RFP is acceptable.

- All voice and data equipment being proposed must be provided by same respondent, with complete integration and security as is recommended by the manufacturer for this application.
- The Primary Centralized (hosted) call processor and voice mail will be located in the IT network room in the Town Hall building. The secondary location will be the computer room located at the Public Safety Building.
- The system should communicate with the existing Microsoft Exchange 2010 email messaging system and 2008 R2 Active Directory domain infrastructure.
- Network diagrams and/or current equipment configurations are provided to apprise prospective respondent of current network structure.
- Acceptability of any modification to the network design, equipment, or its configuration will be determined by the Town of Groton IT Department.
- Network product descriptions in requirements section of RFP are provided below to identify the minimum equipment specifications to meet the requirement of this RFP.
- All equipment will include all necessary power cords and patch cables as may be needed.
- The cost of administration, IT and end-user training must be included in this proposal.

#### **IV - Scope of Work**

- a. The proposed system must provide service given the following conditions:
  - This project is intended to replace the existing voice technology in the specified Town buildings included in this RFP. This includes, but is not limited to the infrastructure and equipment for all voice applications within these departments as is cost effective and feasible.
  - Provide SIP Trunking based voice services. Proposed SIP services are to be delivered un-compressed using G.711 codec, and only private SIP solutions delivered over the proposed Ethernet WAN will be considered. Multiple SIP trunks are to be delivered to Town Hall and Public Safety Building, with calls then being distributed to all other locations over the Town WAN.
  - Although the Town of Groton currently intends to use the Public Safety Building to house the redundant VoIP system, if another location is shown to be a more suitable location, the Town of Groton at its discretion will approve the relocation to a different building.
  - Main Call Processor is to be installed in the Town Hall Building utilizing its LAN / WAN wiring but all routers, switches, servers, and any other required hardware appliances for this implementation must be included.
  - This new VoIP system will be replacing our current Avaya Modular Messaging with MSS voice mail system.
  - All existing blocks of phone numbers used by the Town of Groton shall be retained and/or ported to the new services.
  - Provide emergency routing of predetermined group of numbers on the SIP trunks that can be re-routed to POTS lines.



Furnish and install two 32 button expansion modules on the Front Desk phone (Avaya 9608)

Furnish and install two 32 button expansion modules on the Information Desk phone (Avaya 9608)

This phone system will need to connect to the overhead speakers in the building

**Senior Center**

**102 Newtown Rd**

Install (21) Avaya 9608 IP Phones with 12 ft line cords.

Install (1) Wireless phone.

**Police Department**

**68 Groton Long Point Rd**

Install (29) Avaya 9608 IP Phones with 12 ft line cords.

Install (1) Avaya 1608-I IP Phones with 12 ft line cords.

Furnish and install two 32 button expansion modules on the Desk Officer phone (Avaya 9608)

Furnish and install two 32 button expansion modules on the Senuta Desk phone (Avaya 9608)

Extension Lines: Install (48) Avaya 9608 IP Phones with 12 ft line cords.

These phones are internal extension lines only that have access to 4 external pooled phone lines.

This phone system will need to connect to the overhead speakers in this building

**Animal Control Facility**

**80 Groton Long Point Rd**

Install (3) Avaya 9608 IP Phones with 12 ft line cords.

**Highway Garage**

**108 Groton Long Point Rd**

Install (9) Avaya 9608 IP Phones with 12 ft line cords.

**Town Hall Annex**

**134 Groton Long Point Rd**

Install (35) Avaya 9608 IP Phones with 12 ft line cords.

Install (14) Avaya 1608-I IP Phones with 12 ft line cords.

**Parks Maintenance**

**158 Groton Long Point Rd**

Install (4) Avaya 9608 IP Phones with 12 ft line cords.

**Parks & Recreation Spicer House      27 Spicer Ave (Noank)**

Install (9) Avaya 9608 IP Phones with 12 ft line cords.

Install (1) Avaya 1608-I IP Phones with 12 ft line cords.

**Transfer Station****685 Flanders Rd**

Install (3) Avaya 9608 IP Phones with 12 ft line cords.  
Install (1) Avaya 1608-I IP Phones with 12 ft line cords.

**Water Pollution Control Facility****170 Gary Ct**

Install (9) Avaya 9608 IP Phones with 12 ft line cords.

These locations are currently connected to the Town Hall via VPN connection (ASA 5505) over cable modem:

**Shennecossett Golf Course Maintenance****284 Plant St**

Install (1) Avaya 9608 IP Phones with 12 ft line cords.  
Install (1) Avaya 1608-I IP Phones with 12 ft line cords.

**Shennecossett Golf Course Pro Shop****93 Plant St**

Install (1) Avaya 9608 IP Phones with 12 ft line cords.  
Install (1) Wireless phone.

**Community Policing – Mystic****9 Water St**

Install (1) Avaya 9608 IP Phones with 12 ft line cord.

**William Seely School****55 Seely School Rd**

Install (1) Avaya 9608 IP Phones with 12 ft line cords.  
Install (1) Wireless phone.

Please refer to Appendix “A” for additional information regarding the Town’s infrastructure.]

**V - VENDOR QUALIFICATIONS AND REQUIREMENTS**

a. The respondent must be currently engaged in the sales, service, and provisioning of AVAYA systems and related services including voice mail and unified messaging, for a period of not less than three consecutive years. In addition, the respondent must be an AVAYA Platinum Business Partner for at least one year and must have service facilities and staff located within 50 miles of the Town of Groton, CT. In addition, the successful respondent must be able to demonstrate the following resources:

- Must own and operate a 24x7x365 Network Operations Center staffed with Tier 1, 2 and 3 Engineers.
- Engineers must be directly employed by the respondent
- Must have multiple Redundant NOCs
- Must have physical brick and mortar office within 50 miles of Groton, CT
- Must have Certified Engineers in NOC to support VoIP, HP / Juniper network

- Must NOT use Subcontractors as Techs on any portion of Project- All Techs must be directly employed by respondent.

All software, utilities, and application programs offered shall be the latest version and shall meet and exceed all specifications and standards. Any exceptions must be indicated in the respondent's proposal. Failure to do so shall be grounds for rejection of the proposal.

The respondent's proposal shall include descriptive literature on all software and hardware being provided including representative user manuals completely describing the technical details and specifications of the system products.

Failure of the successful respondent to comply with any of the requirements of these specifications will be considered as evidence of inability on the part of the respondent to maintain the quality standards desired by the Town of Groton Telecommunications. This will be deemed as sufficient cause for rejection of the proposal.

It shall be the responsibility of the selected respondent to verify the completeness of the system and any utilities needed by Town of Groton to meet the intent of the specifications and final operations to provide a reliable working system. Any additional services, labor, components needed to accomplish this will be provided at no additional cost to the Town of Groton.

## **VI. Hardware**

### **a. VoIP system equipment**

Clearly specify each piece of hardware (including servers, routers, firewalls, switches, proprietary hardware devices) with model numbers and software with version numbers; planned/warranted lifespan (based on the manufacturer or creator's intention to support) all quantities, licenses, maintenance or support contracts, etc.; migration path of upgrades or updates and their respective impact to operations; all skill sets recommended to support proposed hardware and software; all assumed infrastructure needed based on the manufacturer or creator's recommendations (i.e. software resides on a server of these specifications, hardware resides on a network of these specifications, etc.); maintenance requirements and size of windows to perform maintenance and how to accomplish given the environment is 24x7x365 (i.e. backups, resets, etc.) for all items included as a part of your proposed solution.

**(Please indicate your compliance or non-compliance with the following statements by answering yes or no after the statement.**

### **b. Call Processor**

- Voice mail will be centralized at the main site. Distribution lists may include users in multiple buildings, and users must be able to transfer calls between buildings.

**Response:**



- Because both key sets and analog devices may exist, systems shall be protected so that connecting an analog device to a key set port or vice versa will not damage the device or the system resource.

**Response:**

- Administrative programming shall be accomplished over the data network using a menu driven GUI interface. Command-line programming ONLY is not acceptable.

**Response:**

- System must support DID numbers over SIP, and ring in destination for each number must not be required to match any of the DID digits. A single user may have multiple DID's if needed. DID's may ring groups, auto attendants or recorded announcements.

**Response:**

### **c. Phones**

**Phone Specifications: The minimum specifications for the three (3) phones that have been selected for this RFP are listed in Appendix “B”.**

- It is preferred that all station sets have a display that at a minimum will display caller ID, time on a call, date and time (Avaya 9608 or better).

**Response:**

- All station sets must be capable of full-duplex speaker-phone unless otherwise noted (Avaya 9608 or better).

**Response:**

- Station sets shall be equipped with a separate headset jack. Users may answer on headset by pressing a key or on handset by picking up, with no extra steps required at headset amplifier.

**Response:**

- Station sets must provide at least 100/1000 through the station set unless otherwise noted. This must be provided through the station set. Any proposal including additional external devices will be eliminated from consideration.

**Response:**

- All display station sets must keep a log of recent calls, sorted by inbound, outbound, and missed. Users may call or recall any of these without redialing.

**Response:**

- All station sets must be capable of handling multiple simultaneous calls. When a user is on a call, caller ID of any succeeding calls should be displayed so that user may decide how to handle.

**Response:**

- At least one (1) Central switch board stations (Avaya 9608 or better) should be installed in the reception area of each participating location and more if the building design/usage warrants.

**Response**

- At least one (1) Conferencing Station (Avaya 9608 or better) should be installed in the conferencing area of each participating location and more if the building design/usage warrants.

**Response:**

- Power to station sets must be provided through Power over Ethernet (PoE) switches. Individual power packs will only be considered in situations where it may not be feasible for PoE through a switch. This will be limited and determined during implementation.

**Response:**

- It is preferred that the number of equipment manufacturers involved with providing the complete system be kept to one (1) manufacturer to assure tight integration and quality of service.

**Response:**

**d. Software**

All proposals must use AVAYA's latest Communications Manager (8.x better).

**Response:**

AVAYA's Unity Connection or its replacement is preferred for voice mail.

**Response:**

AVAYA's call accounting package for all devices.

**Response:**

Any proposal must include AVAYA's Softphone (IP or Personal Communicator), install, configuration, training and implementation as an option

**Response:**

Must include AVAYA Unified Workspace Licensing – Professional Edition.

**Response:**

Proposal must include mission critical, 4 hour onsite, 24 x 7 support options for the duration of the five (5) year lease/purchase agreement..

**Response:**

System Traffic Reporting - Traffic statistics should be provided on incoming and outgoing trunk groups, attendant consoles, station hunt groups, and individual stations. The information reported must include the number of calls and call duration. The bidder must describe the proposed system's traffic reporting capabilities, including samples of all types of reports

available. The pricing for this feature is to be itemized in a separate addendum and should not be included in the initial cost of the proposed system.

**Response:**

All equipment that is installed on the Town's premise as a part of your solution shall be covered under maintenance for the entire term of the contract.

**Response:**

**e. Network Operation Center (NOC) Schedule**

Respondent must include a statement that the Network Operations Center (NOC) provides 24x7 coverage of the end-to-end network including monitoring of the Customer Premise Equipment (CPE).

**Response:**

**Service and Maintenance**

The Town requires maintenance and service seven days per week, twenty-four hours a day. The provider will deliver:

- On-line access for reading and updating tickets
- Dedicated contact personnel
- Escalation charts and procedures for troubleshooting and provisioning
- Engineering assistance available on site during turn-up (if requested)

**Response:**

Provide detailed description on options for updating handsets with new software, firmware, and/or patches.

**Response:**

**f - Voice Mail System**

The following sections detail the technical requirements for the voice mail system. For all the features described in this section, the bidder must indicate compliance or noncompliance.

Voice Messaging - The voice mail systems will be used in a variety of applications by a variety of personnel. For this reason, the voice mail system's call answering process must have the flexibility to be designed on an individual department and station basis.

All town personnel on the voice mail system will need to be able to access their messages and use the system's features when they are away from their primary phone. The system should be configured initially to support 12 ports.

The proposed VoIP telephone system must be capable of full and transparent integration with the proposed voice messaging system. Minimum integration features must include:

1. Lighting message waiting lamp on phone set.
2. Providing stutter dial tone on stations not equipped with message waiting lamp.

3. Forwarding of calls to personal greeting
4. Transfer of calls directly to a voice mailbox.
5. Transfer of calls from a coverage point directly to the mailbox of the originally intended destination.

Telephone System Integration – The voice mail system shall be fully integrated with the proposed telephone system. The proposed voice mail system must be provided by the same respondent as the telephone system. The project will only consider a one-respondent solution.

Voice Store and Forward Capabilities – Please list the available features.

ANI and Voice Mail - The voice mail system must include the external calling party's telephone number in the message header.

Future Message Delivery - Subscribers can record a message and have the voice mail system deliver that message at specified times and users.

Messages Waiting Count - When users access their mailboxes, the system must automatically report the number of messages waiting for delivery.

Voice Mail System Administration - All system parameters and user profile information must be under the control of the system administrator.

System Monitoring and Reporting - The proposed system must monitor and report on the use and performance of major system resources (e.g., storage devices, telephone system interface channels).

Networking - Voice processing capabilities must extend across multiple sites.

Voice Mail Distribution Lists - The voice mail system must allow users to create personal distribution lists that include voice mail system users at other locations.

Name search - The voice mail system must allow users the option of sending messages from one voice mail system site to another by entering the recipient's name.

Respondent shall identify the following as part of their proposal:

1. Total number of mailboxes allowed in system.
2. Total number of mailboxes configured as proposed.
3. Maximum number of messages allowed per mailbox and in system.
4. Maximum message duration.
5. Maximum personal greeting duration.
6. Number and size of disk drives and hours of storage proposed and the maximum number of disk drives available and the maximum hours of storage available.
7. Whether the system permits the Owner to expand the system capacity by procuring disk storage independently.
8. Whether the system utilizes redundant or mirrored disks.

9. The increment of expansion of storage hours up to the maximum configuration of each system proposed.
10. Integration level of the proposed system with description of any additional hardware and/or software necessary to ensure this integration.
11. The diagnostic capabilities of the voice mail system -- including self and remote diagnostics.

**g. Required Telephone Features:**

1. Conference

Describe the solution's ability to have end users set up conference calls for both internal and external users. Detail the maximum number of callers which can be set up in a conference, and maximum number of conferences which can be set up simultaneously.

**Response:**

2. Stored Numbers

Describe the phones ability to store numbers, groups of numbers, etc.

**Response:**

3. Transfer

Describe how call transfers are accomplished

**Response:**

4. Calling Line Identification (CLID)

Describe how calling line IDs are handled

**Response:**

5. Last Number/Missed Call Redial

Describe call redial functionality

**Response:**

6. Speed Dial

Describe the types of speed dial available with the system

**Response:**

7. Call Forward, Internal and External

Describe how all call forwarding is handled

**Response:**

8. Group Pick Up

Describe group pick up/auto transfer to hunt group functionality

**Response:**

9. Call Hold

Describe on hold functionality including on hold music, messages, etc

**Response:**

10. Called Party Name Display

The Town of Groton

Describe Caller ID functionality and any limitations it may have

**Response:**

11. Time and Date Display

Describe time and date display including resolution, color, monochrome, etc.

**Response:**

12. Ring Tones

Describe the ring tone options, special call identification, etc

**Response:**

13. Hunting Features for Multiple Calls

Detail the systems call hunting features, quantity of numbers hunt order, etc

**Response:**

14. Add on Modules for Multiple Keys

Describe the systems/units add on modules capabilities

**Response:**

15. Status/Availability Indication (Presence)

Describe the systems status/availability feature

**Response:**

16. Forward No Answer Features for Multiple Calls

Describe the calls were supported per directory number (DN) and no answer/busy transfer functionality of the system/handsets

**Response:**

17. Corporate Directory Dialing

Describe the system's ability to allow for directories, Corporate, Inner Office, Personal, etc  
Describe your systems ability to integrate with Microsoft Active Directory.

**Response:**

18. Handset and Overhead Zone Paging

The proposed system must have the ability to page through the handsets to an individual or a group. The respondent must itemize the maximum number of extensions that can be part of a group. The Library and Police department have an existing voice overhead paging system. Integration with the existing paging system is required. Describe the systems handset and overhead paging capabilities for the Library and Police Department.

**Response:**

19. User Mobility

Does your solution have the ability to allow users to login as their designated extension from any telephone?

**Response:**

20. Single Number Reach

Does your solution have the ability to simultaneously ring a user's IP desk phone, mobile phone, and other user-defined devices? Describe this capability in detail.

**Response:**

21. Port Security

Provide details on how your solution will prevent the relocation of telephones to other ports on the system.

**Response:**

22. Call Park

Any station in the system must be able to put a call in a "parked" condition for retrieval at another station, via a feature button or access code.

**Response:**

23. Call Pickup

The system must allow station users to answer calls intended for other stations within a common call pickup group. The bidder should specify the maximum number of supported call pickup groups and stations per group

**Response:**

24. Volume Control

Built-in volume control to modify the conversation level is required.

**Response:**

## VII. Optional Equipment

a. If the following equipment and services are not included in the base proposal, then please provide separate pricing in your proposal.

- a. Wired/wireless headsets: Provide wired and wireless headset solutions compatible with your product (including Bluetooth). Provide a list of all recommended models as an option
- b. Wireless handsets
- c. Call accounting system to detail all inbound and outbound calls from each extension
- d. Conference call bridge with the ability to host a minimum of 10 parties on a single conference call.
- e. Licenses for Unified Messaging
- f. Desktop video conferencing - Detail the system's ability to incorporate video conferencing into the VoIP functionality
- g. Capability of the system to record calls
- h. Capability of the system to provide the user with the ability to record calls
- i. Capability of the system to support an auto emergency call down list

## **VIII. Maintenance and Support**

### **a. Service Offering**

Each respondent shall provide full warranty service on all software and services at no charge to the Town for a period of one year after system acceptance. The level and scope of this service offering shall be described in detail as a part of each respondent's proposal. At minimum, the service offering should highlight the following:

- Experience level of staff
- Geographic scope of operation
- Management and supervision of the technical staff
- Typical response time and typical resolution time
- Escalation procedures

### **b. Maintenance and Warranty**

1. A complete maintenance and warranty agreement must be included as part of the respondent's proposal, including all options available for extended coverage and full pricing details for each level of coverage for two (2) years after the expiration of the lease agreement (years 6 & 7).

2. The telephone system and all associated equipment in the bidder's proposal must be warranted by the bidder and by the manufacturer to be free of defects in equipment, software, and workmanship for a period of at least one year following final system cutover at the conclusion of the final phase of construction.

3. The Contractor warrants that the system as priced, including all hardware and software, will include a complete warranty covering all parts, labor, travel and all other expenses, for a period of a minimum of one (1) year from final following final system cutover and acceptance by the owner at the conclusion of the final phase of construction.

4. Accepted respondent shall warrant that the equipment, components, and services sold or provided in response to this RFP will perform in accordance with their respective design specifications, and will operate in accordance with the manufacturer's published specifications when operated and maintained in accordance with the manufacturer's recommendations for a minimum of seven (7) years from Acceptance. Respondent shall provide copies of all warranties for products installed as well policy and procedures stating the process for making a claim under the warranty.

5. Accepted respondent shall warrant that the equipment offered is standard new equipment, and the latest model of regular stock product, with parts regularly used for the type of equipment offered; also that no attachment or part has been substituted or applied contrary to manufacturer's recommendations and standard practice. Respondent shall furnish the current stable version of software and firmware for all systems provided. If a new version or release is issued after contract execution, but prior to the shipment of the system to the Town, then the new version or release shall be furnished and installed at no additional charge to the Town. No beta software or firmware versions will be installed on any components.

6. Accepted respondent shall warrant that the equipment offered is not currently at the end of its product life cycle. The installed system will not reach the end of life cycle for 3 (three) years.

### **c. Logistical Support**

1. Please detail what logistical support will be provided during the installation period up until full acceptance by the Town. Please detail what assurances will be provided that the system upgrades and support will be offered for a period of at least seven (7) years.



#### **d. Repair Response**

1. System Monitoring - The successful bidder will provide routine system monitoring to assure the continued operation of all system components.
2. Remote Monitoring Capabilities - Bidder's proposal must include a complete description of the bidder's remote monitoring capabilities, remote diagnostics, and remote repair.
3. Repair Commitment - The bidder must include a description of the bidder's repair commitment from time of trouble discovery through the time the trouble is cleared.
4. Emergency response terms must be defined so that the respondent must dispatch and be on site within 4 hours of live notification if emergency condition cannot be corrected remotely. Failure of the respondent to respond to an emergency within the prescribed amount of time shall obligate the respondent to provide the Owner with four (4) hours of non-repair related free labor for every hour beyond the four hour minimum requirement that it takes the respondent to respond.
5. Emergency conditions must include any trunk group outage in excess of 25%, any data group or endpoint outage in excess of 25%, any Attendant Console outage, any Executive Office endpoint outage, Voice Mail System Failure, ACD system failure or any other outage that severely impacts the Owner's normal business operations.
6. Non-emergency repair response terms must define that respondent must dispatch and be onsite within 48 hours.
7. Non-emergency MAC (moves, adds, changes) terms must be defined that the respondent must dispatch and be onsite within 72 hours.

#### **e. System Survivability**

1. Preventive Maintenance - Explain any services the vendor offers that would assist in disaster avoidance and recovery planning for the proposed system.
2. Spare Parts Availability - Describe the availability of spare parts maintained in the area for the critical hardware and software.
3. Replacement Time - Explain the amount of time required for full replacement of the central operating hardware/software of the system, assuming a suitable site exists for locating the replacement components.
4. Recovery Plan - Explain the available services provided by the vendor to allow for a high level of recovery from disasters (e.g., within two (2) hours, four (4) hours).

#### **f. Training and Orientation**

Training must be comprehensive and cover all functions and procedures necessary for operation of the new system at the user or system administration level. Training materials, such as instruction manuals, quick reference charts and cards, overlays and reference manuals must be supplied in the quantities associated with the project and must become the property of the Owner. Sample training material is required to be included with the respondent's proposal.

Respondent is required to submit a Training Plan with their response. The Training Plan must be comprehensive and include dates and times allotted for specific end user type hands-on training classes, conducted by the respondent.

Each respondent shall provide a training component as part of the proposal offering. The Town of Groton will provide a training site at no charge to the successful respondent. The training shall be in at least two parts:

1. End User Training

The successful respondent shall be required to demonstrate and provide a complete overview of all of the functions and features of the new phone system all users as a part of a scheduled meeting.

2. System manager training

The successful respondent shall be required to provide system manager training, free of charge, for up to three technical staff or managers as determined by the Town of Groton manager training shall include detailed technical operation and system troubleshooting. The Town of Groton reserves the right to require the respondent to offer this training on more than one occasion but not to exceed more than five persons. If more training is required, it shall be at the expense of the Town of Groton based on the hourly rates offered by the successful respondent.

## **IX Documentation and Licensing**

### **a. System Documentation/User Manuals**

The Town of Groton Information Technology department requires the successful vendor to provide two paper bound sets of complete and comprehensive manuals for all software and three sets on electronic media. The manuals shall provide precise information including system architecture, theory of operation, database schema, application documentation, development drawings, and critical assumptions. The manuals will be used by system managers for troubleshooting and specification of enhancements or for any system changes or expansion. The Town of Groton Information Technology department does not expect unreasonable levels of documentation. It simply requires sufficient documentation to protect its interest in the event of a vendor default or a web hosting default.

### **b. Software License**

The successful vendor shall grant a non-exclusive license to the Town of Groton Information Technology department for the use and operation of its software products applicable to the products offered. Further, the Town of Groton Information Technology department agrees that the software product is protected by copyright laws and international copyright treaties, as well as other intellectual property laws and treaties.

### **c. Back-up copy**

The Town of Groton Information Technology department may make sufficient back-up copies of this software product for its own use. The back-up copies are for archival purposes only.

## **X System Acceptance**

Respondent is responsible for the system being installed to Owner's satisfaction. Prior to System Acceptance for each phase of renovation, Respondent must complete the following:

1. Test all functions at each endpoint as programmed per the Approved database.
2. Adjust all applicable equipment components for operation
3. Ensure all trunking and equipment is routed per Owner's functional requirement and all local telephone company lines are identified.
4. Provide a complete and accurate system generated printout of entire system including all trunking, traffic routing, restriction tables, data overlays for each endpoint, and line equipment number and/or IP address for every station and trunk.
5. Provide Owner with complete user instructions used for training purpose as well as training log of all users who attended training classes.
6. Provide all the documentation required in this specification including system database, cable record, As Builds as well as contract documents such as revised schedules or change orders.
  - Training Rate Per Hour
  - Remote Rate Per Hour
  - Minimum Billing Charge - On Site
  - Minimum Billing Charge - Remote
7. All equipment must be labeled clearly and accurately.
8. The system must be fully installed and tested to ensure operation with feature functionality as described in the Manufacturer's specification.
9. Ensure all peripheral system interfaces are tested and working properly.
10. Ensure all system Auto Attendant and ACD announcements messages are recorded per the approved scripts.
11. Ensure that system interfaces with the Owner's public address system.

Respondent must obtain written acceptance from the Owner or the Owner's representative at the completion of system installation, testing, documentation, training and acceptance for each phase of renovation. Failure of the Respondent to obtain sign off will result in the Respondent remaining responsible for extending, at no charge to the Owner, conditions of the warranty and guarantees until such time that sign off has occurred.

## **General Provisions**

### **Submission of Proposals**

Each respondent must submit one (1) original paper copy in a sealed envelope bearing on the outside the name of the company, full address, name of the project for which the proposal is submitted and date and time proposal is due. Please forward 1 copy of the proposal in electronic PDF format on CDs. The sealed envelope containing the proposal must be enclosed in another envelope addressed to:

John Piacenza, Purchasing Agent  
Town of Groton

45 Fort Hill Road  
Groton, CT 06340

ATTENTION: RFP #13-38 for VoIP Telecommunications System Lease

These proposals must be received by the Town no later than June 20, 2013 at 2:30 P.M. EDT. Proposals received after the date and time prescribed shall not be considered for contract award and shall be returned unopened to the respondent. Proposals in the form of telegrams, telephone calls, facsimiles or telex messages will not be accepted.

1. Lease/purchase price must be firm for Town acceptance for at least 180 days from the RFP opening date.
2. Authority to Bind Firm in Contract: Proposals must give full firm name and address of the bidder. Failure to manually sign the proposal may disqualify it from being considered. Person signing the proposal should show TITLE or AUTHORITY TO BIND THE FIRM IN A CONTRACT.
3. Respondents are required to submit their lease proposals in a separate sealed envelope.

**Submission Contents:**

1. One (1) original paper copy
2. One (1) copy of the entire proposal in electronic PDF form on a CD.

In addition to the above the respondent may choose to also submit one (1) paper copy or electronic version of any reference material or user documentation for the proposed system. These copies may or may not be used in the initial evaluation of the proposal, based on the number and complexity of the Proposals received. Whether or not a respondent chooses to submit these optional documents in and of itself carry no weight in the evaluation process.

Each proposal submitted includes a transmittal letter with the following information:

1. RFP number being responded to
2. Respondent company name
3. Respondent contact information
4. Listing of any information included which is not specifically required by the RFP, i.e. copies of user manuals or documentation.

## **Acceptance**

The Town of Groton, Connecticut reserves the right to accept or reject any or all proposals to best serve its interest, or to hold the proposals for 180 days before rendering a decision. Acceptance of any firm's response does not place the Town under any obligation to accept the lowest response.

## **Costs & Compensation**

This RFP does not commit the Town to pay any costs incurred in the preparation and submission of proposals nor to procure or contract for services.

## **Contract Award**

The Town will enter into a lease/purchase agreement with the selected respondent whose offer conforms to the requirements of the Request for Proposals (RFP) and provides the Town with the most advantageous proposal (best value) to the Town of Groton, price as well as other factors considered.

The successful respondent shall not assign this agreement without the written consent of the Town of Groton.

The Town will attempt to protect the legitimate trade secrets of any respondent. Any proprietary information contained in the proposal should be clearly designated as such and separately bound and labeled with the words "Proprietary Information". Appropriate references to the separately bound information will be made in the body of the proposal.

Respondents should be aware that the Town is required by law to make certain records available for public inspection. It is the Town's belief that this legal obligation will not require the disclosure of proprietary descriptive information that contains valuable designs, drawings, or formulas. However, by submission of materials marked "Proprietary Information", the respondent acknowledges and agrees that the Town will have no obligations or liability to the respondent in the event that the Town is required to disclose these materials.

## **Indemnification**

To the fullest extent permitted by law, the successful respondent, its subcontractor, agents, servants, officers or employees shall indemnify and hold harmless the Town of Groton, Connecticut, including, but not limited to, its respective elected and appointed officials, officers, employees and agents, from any and all claims brought by any person or entity whatsoever, arising from any act, error, or omission of the provider during the respondent's performance of the Agreement or any other agreements of the respondent entered into by reason thereof. The respondent shall indemnify and defend the Town of Groton, Connecticut, including, but not

limited to, its respective elected and appointed officials, officers, employees and agents, with respect to any claim arising, or alleged to have arisen from negligence, and/or willful, wanton or reckless acts or omissions of the respondent, its subcontractor, agents, servants, officers, or employees and any and all losses or liabilities resulting from any such claims, including, but not limited to, damage awards, costs and reasonable attorney's fees. This indemnification shall not be affected by any other portions of the Agreement relating to insurance requirements. The respondent agrees that it will procure and keep in force at all times at its own expense, insurance in accordance with these specifications.

### **Termination**

Following implementation, should the Town find that the firm has failed in any material respect to perform its agreed upon obligations under the contract, the contract shall be canceled by the Town Manager as being in the best interest of the Town of Groton. In the event of termination of this contract as a result of breach by the contractor, the Town shall not be liable for any fees and may, at its sole option, award a contract for the same services to another qualified firm or call for new proposals. The contractor shall be responsible for consequential damages as a result of its breach, including, but not limited to, extra costs required under the new contract for similar services.

### **Equal Opportunity – Affirmative Action**

The Town is an Affirmative Action/Equal Employment Opportunity Employer. The Town and the Contractor shall comply with the regulations of the United States Department of Transportation (Title 49, Code of Federal Regulations, Part 21), issued in implementation of Title VI of the Civil rights Act of 1964, 78 Statute 252, 42 United States code 2000d to 2000d-4. Further, the Town and the Contractor warrant that in the performance of this project, it will not discriminate or permit discrimination against any person or group of persons on the grounds of race, color, religion, national origin, sex or physical disability, including, but not limited to blindness, unless it is shown to be that such disability prevents performance of the work involved, in any manner prohibited by the laws of the United States, or the State of Connecticut, and further agrees to provide the Commission on Human Rights and Opportunities with such information requested by the Commission concerning the employment practices and procedures of the Town and the Contractor as related to the provisions of this section. (Section 4-114a of the General Statutes of Connecticut as revised.)

### **Insurance Requirements**

The Respondent, at his expense, will provide, carry and maintain throughout the term of this contract, adequate insurance as requested by the Town that will protect the Contractor, the Town of Groton, its officers, employees and volunteers from any and all claims for loss, damage, injury or death which may arise from the operation of this contract by the Contractor or anyone directly or indirectly employed by them. Policies shall be so written that the Town of Groton will be notified of cancellation at least thirty (30) days prior to the effective date of such cancellation. Certificates showing that all of the respondent's operations are covered, and

stating the coverage with the Town included as an additional insured, the limits of liability, expiration dates and exclusions, if any, will be filed with the Town of Groton before the term of the contract commences.

The respondent shall provide the Town with certification by a properly qualified representative of the insurer that the Contractor's insurance complies with this section.

All of the insurance policies required shall have the legal company name of the insurer providing coverage, and contain the current rating of the insurer as provided by "Best's Insurance Reports", which must be A-, VII or above. This obligation applies to coverage written on an occurrence as well as a "claims-made" basis.

The Insurance Certificate must state whether coverage is written on an "occurrence" basis or a "claims-made" basis. All insurance must maintain that the Town is an "additional insured" for General Liability and Umbrella policies, and any other coverage as the Town may require for specific projects. Such insurance must be issued by insurance companies licensed to write such insurance in the State of Connecticut.

The Town of Groton, its officers, officials, employees and volunteers are to be covered as insured as respects liability arising out of activities performed by or on behalf of the Contractor; products and completed operations of the Contractor; premises owned, occupied, or used by the Contractor. The coverage shall contain no special limitations on the scope of protection afforded to the Town, its officers, officials, employees, or volunteers.

The Contractor's insurance coverage shall be primary insurance as respects the Town, its officials, employees and volunteers. Any insurance or self-insurance maintained by the Town, its officers, officials, employees or volunteers shall be excess of the Contractor's insurance and shall not contribute with it.

#### **A. Worker's Compensation and Employer's Liability**

Worker's Compensation must be provided in accordance with the Worker's Compensation Laws of Connecticut. Should a Contractor be involved in operations requiring coverage under special State or Federal Acts, such as Maritime or Railroad, the Contractor must provide evidence of this coverage. Should a Contractor be exempt from the Worker's Compensation Laws of the State of Connecticut, or any other State or Federal requirements, evidence of such exemption must be provided to the Town and a "Hold-Harmless" agreement provided in language satisfactory to the Town holding it harmless in the event of any claim for injury or damages. Contractors based out-of-state must provide evidence that their Worker's

Compensation policy will cover injuries/illnesses sustained while working in the State of Connecticut.

The respondent is responsible for ensuring that all of its subcontractors carry Worker's Compensation Insurance, as described above.

Employer's Liability must be provided in accordance with the following limits:

- \$500,000 each - Bodily Injury
- \$500,000 disease - Policy Limit - Bodily Injury
- \$500,000 disease - Each Employee - Bodily Injury

**B. General Liability**

**Occurrence Policy Guidelines**

General Liability - Written under commercial or comprehensive form including the following: (Premises/Operation, Products/Completed Operations, Contractual, Independent Contractors, Broad Form Property Damage, and Personal Injury.)

- |   |             |
|---|-------------|
| • General Aggregate                       | \$2,000,000 |
| • Products/Completed Operations Aggregate | \$2,000,000 |
| • Personal & Adv Injury                   | \$1,000,000 |
| • Each Occurrence                         | \$1,000,000 |
| • Fire Damage (any one fire)              | \$1,000,000 |
| • Medical Expense (any one person)        | \$ 10,000   |

The Town requires that these aggregate limits be maintained by the Contractor as required. It is the responsibility of the Contractor or his representative to notify the Town if ever or whenever claims reduce the General Aggregate below \$2,000,000. If the aggregate limits include defense costs the Town should be so notified. It is the responsibility of the Contractor and his insuring agent to provide the Town with current certificates throughout the contract period keeping the



required limits in full force and effect. The Town of Groton reserves the right to modify or change the requirements at any time if it is in the best interest of the Town to do so.

### **Claims-Made Coverage Guidelines**

General Liability - Written under commercial or comprehensive form including the following:

- Premises/Operations
- Products/Completed Operations
- Contractual
- Independent Contractors,
- Broad Form Property Damage and Personal Injury.

The Town requires that the Certificate of Insurance include the retroactive date of the policy.

Retroactive dates must be either before or coincident with the Contract's inception.

The Town requires prompt and immediate notice of the following:

- Erosion of any aggregate limits.
- Advance of any retroactive dates.
- Cancellation or non-renewal. Prior 30 day notice.

The Town requires that any extended reporting period premium be paid by the named insured. The reporting of possible claims to the Town of Groton is necessary and the Town retains the right to require that the extended reporting period be invoked by the Contractor at his/her expense. The Town requires that if any excess coverage is secured to meet the requirements that the retroactive dates be concurrent with the primary policy and that the retro dates be either before or coincident with the inception of the Contract. If the retroactive date is moved, or if the policy is canceled or not renewed, the Contractor must invoke the tail coverage option, at no expense to the Town but rather at the expense of the Contractor, in order to adequately assure that the policy meets the above requirements.

Liability Limits: Same as those under Section B "Occurrence Policy Guidelines".

### **Automobile Liability**

Automobile Liability - coverage for commercial or comprehensive automobile liability (vehicular), covering any auto, all owned autos (private passenger), all owned autos (other than private passenger), hired autos and non-owned autos.

- Combined Single Limit – Bodily Injury/Prop Damage \$1,000,000

Insurance under B & C above must provide for a 30-day notice to the Town of Groton of cancellation, non-renewal, termination, or any restrictive amendment.

**Professional Liability**

The Contractor must have professional errors and omissions coverage with a liability limit of \$2,000,000 aggregate. The professional firm must provide proof that these limits are available under the policy depicted in the Certificate of Insurance. The professional is responsible for the payment of any deductible associated with any claim made against this policy. The firm must state whether the coverage is occurrence form or claims made coverage. If the coverage is claims made it is the Contractor’s responsibility to assure that the coverage remains in force not only concurrently with the project dates but as per the terms of the contract specifications.

**Excess Liability (Umbrella)**

- ♦ Each Occurrence \$1,000,000
- ♦ Aggregate \$1,000,000

**Payment**

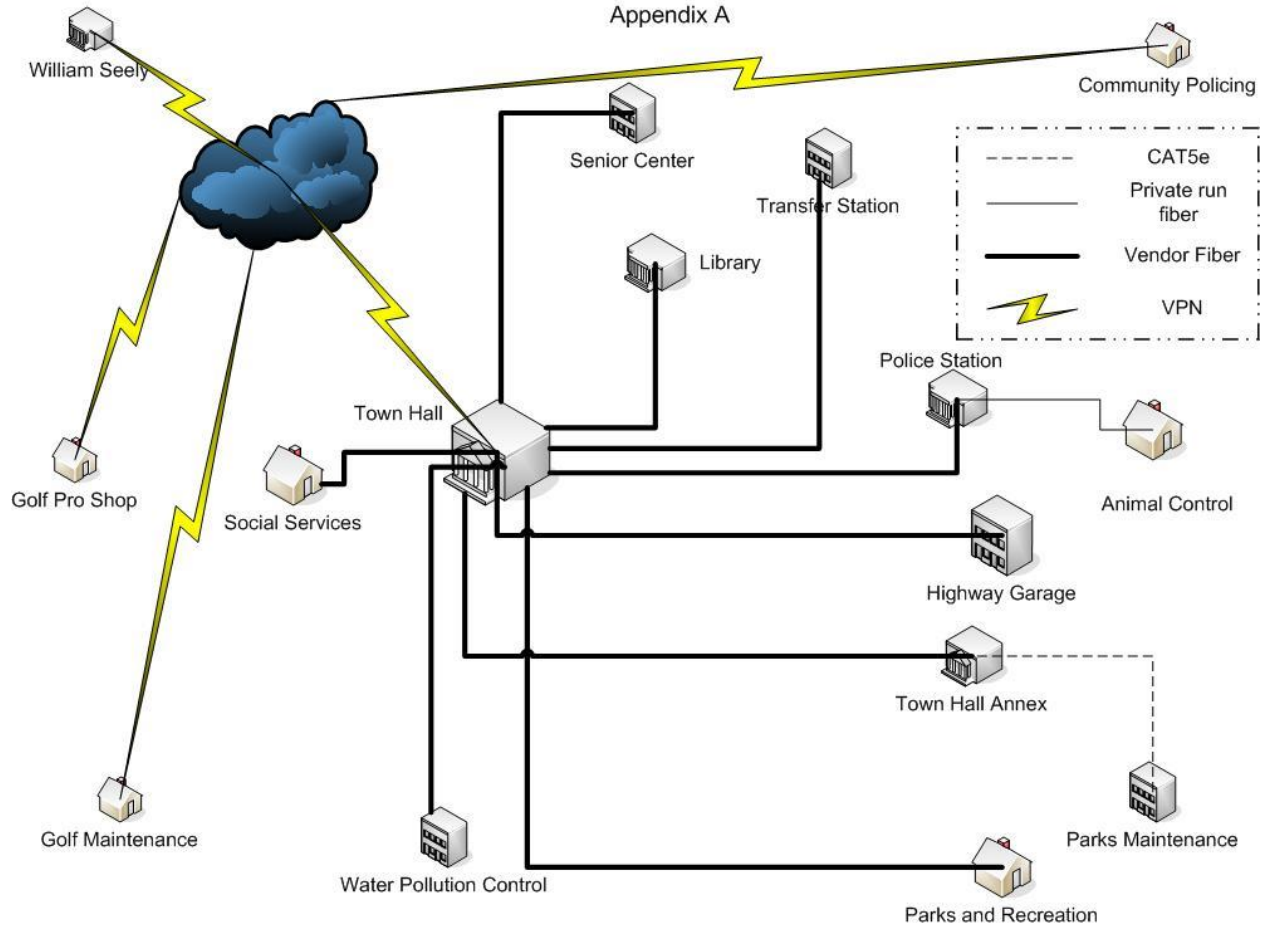
The Town agrees to pay for the materials/services within 30 days after acceptance or within 30 days of specific progress or milestones achieved if the resulting contract includes this type of payment schedule (progress/milestone payments). Acceptance means 100% delivery of satisfactory merchandise that is in full compliance with our specifications. If a respondent wishes to offer a prepayment discount they must provide a separate sheet with their proposal showing the terms of the discount and the advantage to the Town of Groton in accepting this prepayment discount. Prepayment in no way forfeits any right of the Town to complete satisfaction with the purchase nor does it relieve the respondent of any responsibility to perform as required in the bid document.

### **Freedom of Information**

All proposal submissions and materials become property of the Town and will not be returned. Respondents to this RFP are hereby notified that all proposals submitted and information contained therein and attached thereto shall be subject to disclosure under the Freedom of Information Act.

# Town of Groton Wide Area Network

Appendix A



## Appendix B

### Phone Specifications:

#### Avaya 9611G IP Telephone (700480593) (Standard Desk Phone)

##### 9611G IP Telephone Features

- Lines Supported: Multiline
- Conference Call Capability: Yes
- Call Hold: Yes
- Call Services: Call Hold , Caller ID , Message Waiting Capability , Voice Mail
- Caller ID: Yes
- Function Buttons: Directory button , Headset button , Mute button , Speakerphone button
- Hearing Aid Compatible: Yes
- Indicators: Visual ringer light , Voice message waiting indicator
- Menu Operation: Yes
- Programmable Buttons Qty: 4
- Ringer Control: Yes
- Speakerphone: Yes
- Speakerphone Type: Digital duplex
- Voice Mail Capability: Yes
- Volume Control: Yes
- 2.8 x 2.1 inch color display
- 8 buttons with dual LEDs
- 4 softkeys
- Fixed features include speaker, mute, volume, headset, contacts, home, history, message, phone
- 4-way navigation cluster
- Wideband audio
- Built-in full duplex speakerphone
- Dual message waiting indicators
- USB application support
- Built-in two port Ethernet (100/1000 Mbps) switch for connection to LAN and collocated PC
- Supports up to three BM12 button modules
- Built-in headset interface Requirements and Compatibility
- Compatible with IP Office 8.0 (42) or higher
- H.323 version supported by Avaya Communication Manager 3.1.4 or later
- SIP version supported by Avaya Communication Manager 6.0 with Avaya Aura Session Manager 6.0 or Avaya Midsize Business Template 5.2.1
- The Avaya 9611G can be powered via 802.3af PoE (Class 1) or local PoE injector (sold separately; see accessory below)
- Gigabit Ethernet PortCompatible with Avaya IP Office 500 V1/V2 R8.1+ and Avaya Aura Communications Manager

## **Avaya 9608 IP Telephone (700480585) (Standard Desk Phone)**

### **9608 IP Telephone Features**

- 3.2" x 2.2" monochrome display
- 8 buttons with dual LEDs, 4 softkeys, 4-way navigation cluster
- Fixed features include phone, messages, contacts, history, home, headset, speaker, volume, mute
- Wideband audio
- Built-in full duplex speakerphone and built-in headset interface
- Dual message waiting indicators
- Built-in two port Ethernet (10/100 Mbps) switch for connection to LAN and collocated PC
- Supports up to three BM12 button modules
  
- Requirements and Compatibility
- H.323 version supported by Avaya Communication Manager 3.1.4 or later
- SIP version supported by Avaya Communication Manager 6.0 with Avaya Aura Session Manager 6.0 or Avaya Midsize Business Template 5.2.1
- Also compatible with IP Office 7.0.36 or higher only on IP500 or IP500 V2 control units

## **Avaya 1608-I IP Phone (700458532) (Standard wall phone or closet)**

### **1608-I IP Telephone Features**

- 3 row x 24 character white backlit display (3.5 inch diagonal)
- Supports 8-line appearances/feature keys with dual LEDs
- 3 contextual soft-keys
- Fixed feature buttons include four-way navigation cluster, volume up/down, mute, speaker, headset, menu, telephony application, hold, conference, transfer, drop, contacts, call log, redial, quick-access voicemail
- High-quality 2-way speakerphone
- Message waiting indicator
- Integrated headset jack
- Desk or wall mountable with optional wall mount adapter
- Firmware upgradeable
- 8 personalized ring patterns
- Dual Ethernet ports for connection of phone and collocated PC w/VLAN separation
- Static or dynamic address assignment
- Powered via 802.3af Power over Ethernet or optional 5V local power supply (not included, see accessory below)
- Compatibility
- The Avaya 1608-I IP phone is compatible with IP Office R6.0 or higher and Avaya Communication Manager R3.0 or higher